



2015



Together  **Towards Tomorrow**



Program Guide

December 8 – 10, 2015
Hyatt Regency Orange County

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Mission Statement:

The California Community College CalWORKs Association provides education and leadership, promotes statewide collaboration, and influences policy development while strengthening professional growth to advance CalWORKs student success and self-sufficiency through educational excellence and workforce training.

Vision Statement:

The California Community College CalWORKs Association is recognized as the foremost collective voice for the promotion of education as a vehicle to self-sufficiency for CalWORKs students.

California Community College CalWORKs Association
 "A Voice for Self-Sufficiency through Education"
 P.O. Box 387, Santa Rosa, CA 95402
info@calworksassociation.org



Welcome!

On behalf of the California Department of Social Services, it is my pleasure to welcome you to the 2015 California Work Opportunity and Responsibility to Kids (CalWORKs) and Refugee Programs Training Academy. This year the CalWORKs Training Academy has joined with the Refugee Programs Summit to bring you an expanded human services experience. In the spirit of this collaborative approach, this year's Training Academy theme is, *"Together Towards Tomorrow."*

This year's Training Academy will provide a comprehensive assortment of workshops designed to assist county welfare departments, community colleges, and service providers in effectively providing services and supports to CalWORKs and refugee populations in need.

The Training Academy will include workshops that reinforce attendees' knowledge of program fundamentals and recent program changes. This includes workshops on topics such as family stabilization, housing assistance and support, achieving the work participation rate, and best practices for identifying and assisting clients with multiple barriers to self-sufficiency. Academy workshops will also highlight refugee resettlement program essentials such as working with new arrivals and existing refugee communities.

Our Academy also offers the opportunity for attendees to participate in a number of skill building workshops tailored for the social service professional such as managing secondary traumatic stress, motivational interviewing, and building trust along with accountability for both clients and staff within your organization.

The California Department of Social Services' goal remains to provide you with the necessary information and tools to continue your commitment to the core values of the CalWORKs and Refugee programs, including engaging participants in focused activities essential to achieving self-sufficiency.

Thank you for joining this effort to network, learn, and share information on how to engage clients in the CalWORKs and Refugee programs and successfully work *"Together Towards Tomorrow."* I commend your commitment toward this endeavor and for helping to strengthen families and communities.

Sincerely,



Will Lightbourne
Director, California Department of Social Services

General Information

Registration

Registration is open the following dates and times:

Tuesday, December 8

7:00 a.m. – 5:00 p.m.

Wednesday, December 9

7:30 a.m. – 5:00 p.m.

Thursday, December 10

7:30 a.m. – 11:45 a.m.

All registration matters will be handled at the registration area located on the first floor in the Grand Ballroom Foyer.

Name Badge Admittance

In order to participate in the CalWORKs and Refugee Programs Training Academy, attendees must register and wear their name badge at all times.

Room Monitors

Room monitors can pick up their room monitor packets at the Training Academy registration desk located in the Grand Ballroom Foyer. Room monitor packets should be picked up no later than one hour prior to the beginning of each workshop.

Audio and Videotaping Policy

Anyone desiring to make video or audio recordings or take photographs of presenters, participants, or general session speakers, must obtain advance authorization from the Training Academy coordinators, and then obtain the written permission of those parties who will be recorded and/or photographed. For more information, please visit the Training Academy registration desk in the Grand Ballroom Foyer.

Networking Reception

Please come join your colleagues for a great networking opportunity! Tuesday, December 8 from 5:00 – 6:30 p.m. in the North Tower Pool Deck located on the first floor adjacent to Starbucks. A no-host bar and light appetizers will be provided.

Continuing Education

Marriage and Family Therapists (MFT) and Licensed Clinical Social Workers (LCSW)

California State University, Sacramento is an approved provider by the California Board of Behavioral Sciences (BBS) as a higher education institution. This course meets the qualifications for 3.5-16.5 hours of continuing education credit for MFTs and/or LCSWs as required by the California BBS.

To qualify for BBS hours complete the following steps:

- Visit the registration desk and pick-up a BBS packet.
- Sign-in at the beginning of the Training Academy.
- Attend and complete an evaluation form for all workshop and plenary sessions listed in your packet. You must participate in a minimum of 3.5 hours to qualify for credit.
- Return the completed packet to the registration table.
- Sign-out at the end of the Training Academy.
- A certificate of attendance will be mailed to you in approximately three to four weeks.

CalWORKs Pre-Academy Sessions

Tuesday, December 8, 2015 • 8:00 a.m. – 12:00 p.m.

Engagement, Service, and Labor Market Strategies for Successfully Working with Diverse Clients

Due to the combined slow economic recovery, legislative and programmatic changes, and diverse range of client backgrounds, needs, and dynamics, human service agencies are uniquely challenged to apply successful strategies and practices that result in enhanced successful client outcomes for self-sufficiency. This workshop will provide attendees with key knowledge, strategies, skills, tools, and resources to help assess, engage, communicate, support, and assist clients to address barriers, stabilize, and to either re-establish or achieve greater self-sufficiency outcomes.

Key topics include:

- Overview of key economic, social, cultural dynamics, and psycho-social influences affecting diverse client populations.
- Cultural beliefs, expectations, or life experiences among diverse client populations that can challenge or impact working with human services staff.
- Understanding and applying the engagement-disengagement model when communicating or helping to address diverse issues with clients.
- Communication skills or actions that can help or hinder client engagement and motivation in utilizing programs, services, resources, or referrals towards re-establishing or achieving greater self-sufficiency.
- Engagement and coaching strategies to successfully support clients with diverse barriers to gain education, experience, skills and employment.
- Research applications to help attendees provide clients with targeted coaching and strategies to assist diverse clients to achieve diverse self-sufficiency goals.

As a result of this workshop, attendees will learn about key issues, engagement, coaching, and labor market strategies for successfully working with diverse client populations in order to help those individuals establish or re-establish self-sufficiency.

Steve Friedland

Instructor/Consultant, Center for Human Services, University of California, Davis

Steve Friedland, MA, is a consultant, speaker, and trainer specializing in customized staff development programs for executive, management, supervisory, and line staff in diverse human services programs—both in government agencies and community based organizations. Steve has been an instructor with the University of California, Davis Extension Center for Human Services since 1989, and is the recipient of an Outstanding Service Award for teaching from University of California, Davis Extension. He has also served on the board of the National Staff Development and Training Association, an affiliate of the American Public Human Services Association.

CalWORKs Housing Support Program (invitation only)

Tuesday, December 8, 2015 • 9:00 a.m. – 11:30 a.m.

An invitation-only pre-academy session will be offered to counties in receipt of CalWORKs Housing Support Program funding as an opportunity to share best practices, discuss lessons learned and get answers to frequently asked questions.

Refugee Pre-Academy Sessions (invitation only)

Tuesday, December 8, 2015 • 8:30 a.m. – 12:00 p.m.

The Refugee Pre-Academy will consist of three invitation-only meetings: a Joint State Advisory Council (SAC) and County Refugee Coordinator (CRC) meeting, a joint Refugee Forum and Resettlement Agencies meeting, and a Hmong California Network meeting. These meetings will provide an opportunity for counties and refugee-service providers to share best practices, discuss issues and concerns, and hold discussions regarding refugee populations.

General Session

Tuesday, December 8, 2015 • 1:00 p.m. – 2:30 p.m.

WELCOME REMARKS



Todd Bland

Deputy Director, California Department of Social Services

Todd Bland is currently the Deputy Director of the Welfare to Work Division at the California Department of Social Services, responsible for ongoing oversight of the major public assistance programs and related support services including: CalWORKs, CalFresh (formerly food stamps), Emergency Food Assistance, Child Care, and Refugee programs, along with welfare fraud detection and prevention, and oversight of the automated welfare systems. Prior to holding his current position, Mr. Bland was Legislative Analyst of the Health and Human Services Section at the California Legislative Analyst's Office (LAO), where he supervised all budget and policy analysis pertaining to health and social services. Prior to becoming the Deputy Legislative Analyst, Mr. Bland was the LAO's principal welfare analyst and prepared detailed budget analyses of the CalWORKs program, CalFresh and the Supplemental Security Income/State Supplemental Payment programs. Earlier in his career, Mr. Bland was a project manager at Economic and Planning Systems and a performance auditor at the Office of the Auditor General. Mr. Bland holds a Master's degree in Public Policy from Harvard University and a Bachelor of Arts degree in history from Yale University.



Senator Janet Nguyen

California's 34th Senate District

The Honorable Janet Nguyen was overwhelmingly elected to the California State Senate in November 2014 to represent the residents of the 34th Senate District. Prior to the California State Senate, Senator Nguyen served at the Orange County Board of Supervisors from February 2007 to December 2014. Senator Nguyen previously served on the Garden Grove City Council where she was the first female Council Member elected in nearly 35 years and the youngest member ever elected. She is also the former Vice-President of Government and Public Affairs for the Long Beach Area Chamber of Commerce. Born in Saigon, Vietnam, Senator Janet Nguyen and her family escaped their homeland on a small wooden 10-meter boat sailing across the South Asia Sea in search of freedom.

After passing through numerous refugee camps, Senator Nguyen and her family arrived in California in 1981. She is a graduate of the University of California, Irvine where she received a Bachelor of Arts degree in Political Science. Senator Nguyen now resides in Garden Grove with her husband Tom and two sons.

General Session

Tuesday, December 8, 2015 • 1:00 p.m. – 2:30 p.m.

PANEL PRESENTATION

Poverty in California: Status and Strategies

This presentation provides a framework for understanding poverty in California. National, state, and local experts will offer their perspectives on poverty, the impact it has on families and child well-being, and the role of safety net programs in reducing poverty. Other topics include balancing flexible human service programs with meeting federal performance metrics, and the unique barriers specific to refugee populations.

Moderator: Todd Bland, Deputy Director, California Department of Social Services

PANELISTS:

Phil Ansell

Director, Homeless Initiative, Los Angeles County Chief Executive Office

Phil Ansell was appointed Director of Los Angeles County's Homeless Initiative effective August 17, 2015, when he temporarily left his position as Chief Deputy Director of the Department of Public Social Services (DPSS). During his 19 years with DPSS, Mr. Ansell played a key role in the design and implementation of numerous programs and services for homeless families and individuals, including a key role in the development of the Los Angeles County's Homeless Prevention Initiative in 2005-06. In his work on homelessness and other major issues impacting low-income families and individuals, he has a long history of effective collaboration, both within and outside county government. He coordinated the Los Angeles County's response to federal welfare reform in 1997-98 and chaired the former Interagency Operations Group for many years. In addition, Mr. Ansell has been a strong advocate for low-income people in Sacramento through the County Welfare Directors Association and in Washington, D.C. through the American Public Human Services Association. He holds a Bachelor of Arts degree from Stanford University and participated in the Community Scholars Program through the UCLA School of Architecture and Urban Planning.

Will Lightbourne

Director, California Department of Social Services

Will Lightbourne is director of the California Department of Social Services, having been appointed by Governor Jerry Brown in 2011. Prior to his position at the Department, Mr. Lightbourne served as human services director in three California counties -- Santa Cruz, San Francisco and, most recently, Santa Clara. Before his work in public social services, he was director of Catholic Charities of the Archdiocese of San Francisco, one of the oldest and largest nonprofit human services and community development agencies in northern California.

Karen Ferguson

Executive Director of the Northern California Region for the International Rescue Committee (IRC)

Karen Ferguson, a licensed clinical psychologist, directed the Refugee Assistance and Immigration Services program at Catholic Social Services in Anchorage, Alaska for over 10 years. She led a team that provides assistance to refugees, immigrants and victims of trafficking. The team met clients at the airport, provided them housing, financial assistance, employment assistance and case management for up to five years after their arrival. Ferguson also served as the State Refugee Coordinator for Alaska, advocating for the needs of refugees and trafficking victims. Dr. Ferguson's biggest concern about the profession is the limited access people in poverty have to many mainstream services including mental health care.

Liz Schott

Center on Budget Policy Priorities

Liz Schott, a Senior Fellow with the Family Income Support team at the Center on Budget and Policy Priorities (CBPP), works on the Temporary Assistance for Needy Families program. She was a Senior Policy Analyst at CBPP from 1997-2000 and then consulted for CBPP until rejoining the Center staff in 2007. Ms. Schott has taught at Seattle University Law School and has consulted on public benefits issues for several national research organizations. Ms. Schott worked as a legal services attorney in Washington State for nearly 20 years, serving 10 of those years as statewide coordinator on public benefits. She received her law degree from Boston University School of Law.

Refugee Plenary

Tuesday, December 8, 2015 • 2:45 p.m. – 5:00 p.m.

PANEL PRESENTATION

International and National Refugee Resettlement Issues

This panel will discuss international and national resettlement issues that refugees face.

Moderator: Kim Johnson, Chief, Child Care and Refugee Programs Branch, California Department of Social Services

Mayor Bao Nguyen

KEYNOTE PRESENTER

Mayor of Garden Grove, City of Garden Grove

Bao Nguyen was elected Mayor of the City of Garden Grove in 2014. Prior to his election, he served, by appointment in 2011, then by election in 2012, as trustee of the Garden Grove Unified School District Board of Education, including a term as Vice-President. In 2014, Mayor Nguyen was appointed by the Governor to serve on the Orange County Fair Board of Directors, California 32nd District Agricultural Association. He continues to serve on this board. The Mayor has also served as a Commissioner of Ecumenical and Interreligious Affairs of the Roman Catholic Diocese of Orange.

PANELISTS:

Robert Carey

Director for the Office of Refugee Resettlement (ORR),
Administration for Children and Families (ACF), U.S.
Department of Health and Human Services (HHS)

Bob Carey currently serves as the Director of the ORR at the U.S. HHS ACF. Most recently Mr. Carey served as the Vice President of Resettlement and Migration Policy at the International Rescue Committee (IRC), leading the agency's advocacy on refugee, immigration, anti-trafficking, and community development policy issues. Previously, he served for ten years at the IRC as Vice President of Resettlement, where he oversaw IRC's Resettlement and screening program for refugees, helping thousands establish new lives in the U.S. and become self-sufficient, productive citizens. Mr. Carey has also served as the chair of Refugee Council USA, a coalition of non-governmental organizations working on issues affecting refugees, asylum seekers, displaced persons, victims of trafficking and victims of torture.

Randy Capps

Director of Research for U.S. Programs, Migration Policy
Institute (MPI)

Randy Capps is Director of Research for U.S. Programs at the MPI. A demographer by training, Dr. Capps and co-authors recently published a report on integration outcomes for refugees resettled in the United States, based on Census Bureau and refugee admissions data. He is currently leading a project focusing on the well-being of children in refugee families, which includes a demographic overview of these children and commissioned papers on their education, health, mental health, and development.

Shelly Pitterman

Regional Representative for the United States and
Caribbean, United Nations High Commissioner for
Refugees (UNHCR)

Shelly Pitterman is the UNHCR Regional Representative for the USA and the Caribbean. He joined UNHCR in 1984 and served in Yei, Sudan (1984-1988); Headquarters Geneva on the Somalia Desk (1988-1990); N'zerekore, Guinea (1990-1992); and as the UNHCR Representative in Burundi (1992-1995). During his four year tenure as the Chief of UNHCR's Resettlement Section, the Annual Tripartite Consultations on Resettlement began and the UNHCR Handbook on Resettlement was first introduced. Mr. Pitterman then established UNHCR's Regional Support Center in Nairobi, Kenya before returning to Geneva as Deputy Director of the Human Resource Management Division.

Stacy Strong

Branch Chief, Refugee Corps, Refugee Affairs Division,
United States Citizenship and Immigration Services (USCIS)

Stacy Strong entered on duty as Branch Chief of Domestic Operations, Refugee Affairs Division, in January 2011. Ms. Strong began her career with the Immigration and Naturalization Service (now CIS) in June 2000 as an Asylum Officer with the San Francisco Asylum Office, advancing to a Supervisory Asylum Officer in 2002. Ms. Strong pioneered the Asylum Anti-Fraud Task Force in San Francisco and was also detailed to the Commonwealth of the Mariana Islands to serve as a Protection Consultant, providing technical and legal assistance in the development of a program to assess the eligibility of applicants for protection from *refoulement* based on the 1967 Refugee Protocol and the Convention Against Torture.

Refugee Mini-Plenary

Wednesday, December 9, 2015 • 8:30 a.m. – 10:00 a.m.

PANEL PRESENTATION

Welcoming Refugees into the Community

This panel will discuss how to introduce and successfully integrate refugees into their new communities while still honoring their experiences and cultural values.

Moderator: Sysvanh Kabkeo, Chief, Refugee Programs Bureau, California Department of Social Services

Honoring of Thuan Nguyen: Thuan Nguyen, former State Refugee Coordinator, will be honored for her service at the California Department of Social Services.

PANELISTS:

Randy Capps

Director of Research for U.S. Programs, Migration Policy Institute (MPI)

Randy Capps is Director of Research for U.S. Programs at the MPI. A demographer by training, Dr. Capps and co-authors recently published a report on integration outcomes for refugees resettled in the United States, based on Census Bureau and refugee admissions data. He is currently leading a project focusing on the well-being of children in refugee families, which includes a demographic overview of these children and commissioned papers on their education, health, mental health, and development.

Susan Curda

Los Angeles District Director, United States Citizenship and Immigration Services (USCIS)

Susan M. Curda was appointed U.S. Citizenship and Immigration Services (USCIS) District Director for Los Angeles on October 20, 2014. The Los Angeles District is the second largest in the country, consisting of five field offices, over 600 employees, and covering seven densely populated counties in southern California. Immediately prior to this appointment, Ms. Curda served as the District Director in San Diego and Director, Rome Field Office, serving as the local USCIS attaché in the U.S. Embassy in Rome, Italy. Ms. Curda has more than 30 years of immigration experience. In addition to her permanent assignments, Ms. Curda has been on several extended details, including Director of the Office of Juvenile Affairs and Deputy Director, Domestic Operations. Ms. Curda is the recipient of three high level agency awards. She graduated summa cum laude from Illinois State University and holds a Bachelor of Arts degree.

Susan Downs-Karkos

Director of Strategic Partnerships, Welcoming America

Susan Downs-Karkos is the Director of Strategic Partnerships at Welcoming America, where she helps communities embrace immigrants and expand opportunity for all. Susan leads the provision of ongoing coaching, training and technical assistance including local governments, nonprofits and refugee resettlement agencies. She also helps guide technical assistance under the White House's Building Welcoming Communities Campaign. Susan served for more than a decade at The Colorado Trust, a grant-making foundation. As a senior program officer, she designed and managed the Supporting Immigrant and Refugee Families Initiative, which engaged immigrants and members of receiving communities in local immigrant integration efforts. She is the author of the Receiving Communities Toolkit and holds a Bachelors of Arts in psychology from Bates College.

Marisa Ramos

Chief, Office of Refugee Health, California Department of Public Health (CDPH)

Marisa Ramos, PhD, is currently the Chief of the CDPH, Office of Refugee Health. She has 20 years of experience managing and working on multicultural health programs and has presented at local, state, national and international conferences on multicultural health issues. Prior to coming to the CDPH, Dr. Ramos was an Adjunct Professor of Biology at University of California, Davis where she currently serves as a volunteer Professor of Public Health. Dr. Ramos completed both Masters and Doctoral programs in Biological Nutrition with an emphasis in Epidemiology from the University of California, Davis.

Closing Keynote Session

Thursday, December 10, 2015 • 10:15 a.m. – 11:45 a.m.

L.A.U.G.H. YOUR STRESS OFF; Five Ways To A Better Day

Research shows that one good belly laugh can relieve up to 15 minutes of stress-related tension in the human body. So... why aren't we doing more of it?

In this hilarious keynote program L.A.U.G.H. Your Stress Off, Motivational Comedian Karyn Ruth White will help us look at the role of attitude, humor and laughter as powerful tools in easing stress and enhancing our mental and physical health.

She will use the L.A.U.G.H. Perspective Model™ to show you five ways to bust stress in the moment before it derails your entire day. We will take a lively look at some specific ways in which we currently contribute to our own stress levels and sabotage our own happiness and effectiveness. We will laugh while we learn some everyday tools for reducing stress and inviting more laughter and joy into our lives and our daily work.



Karyn Ruth White
KEYNOTE PRESENTER

Karyn Ruth White wants to help you remember to take a mental vacation whenever life gets too hectic or stress levels get too high. Karyn Ruth is a motivational comedian who believes that laughter is one of the most powerful tools we have to live happy, productive lives.

As a stand-up comedian and a popular keynote presenter at national and state conferences around the United States, Karyn Ruth helps her audiences laugh off the little things and enjoy what's important.

Karyn Ruth White is the owner of *Laugh and Learn Productions, LLC*, a company dedicated to helping people live with more joy and less stress. She holds a Bachelor of Arts in Communications from the University of New Hampshire and has been communicating through humor for over 20 years.

Karyn Ruth started her humor career touring the country for over a decade as a professional stand-up comedian. She then decided to enter the professional speaking circuit using her humor to go deeper and teach people how to be happier and healthier.

Her comedy style is always clean, connecting and positive. She is the co-author of the book *Your Seventh Sense, How to Think Like a Comedian*, a book that shows you how to see and be funnier in life and at work. Visit her at www.karynruthwhite.com.

Sponsors/Exhibitors

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ICF is committed to working with public, private, and community based organizations to help vulnerable families and individuals achieve economic and social stability by building knowledge, improving skills, and applying evidence-based practices.

We have a long-history of working in California and nationwide in domains such as:

- **Work Readiness for Vulnerable Populations—**
 - **Online CalWORKs Appraisal Tool (OCAT)**—ICF developed the online tool and conducted train-the-trainer sessions to roll-out OCAT to all 58 California counties. We feature a learning center, and staff a virtual helpdesk to respond to assistance needs from users and provide on-going support to the state.
- **Low-income Career Pathways—** For Pacific Gas & Electric, ICF developed a training program for low-income, former migrant farm workers to retrain them for jobs in the Central Valley's commercial energy efficiency field. The four investor owned utilities in California have hired us to develop a

framework for including low-income inclusionary hiring policies for all of their rate-payer energy efficiency programs.

- **Data Analytics**—The California State University Chancellor's Office hired ICF to conduct an economic analysis and customer satisfaction survey of their workforce training programs.
- **Evaluation**—ICF serves as the evaluator for the Inland Empire's Trade Adjustment Assistance Community College and Career Training (TAACCCT) grant focused on expanding training and job opportunities in advanced manufacturing.
- **Strategic Plans**—In 2014, The Los Angeles County Healthy Baby Partnership hired ICF to develop a strategic plan for the agency on how to fulfill commitments in their growing federal and grant projects.



For more information, contact **Christina Techico**, Family Self-Sufficiency Product Development and Innovation Portfolio Director +1.703.225.2260 christina.techico@icfi.com

To learn more about how ICF strengthens families and communities, visit: www.icfi.com/Families

CONNECT WITH US



A photograph of a woman and a young girl blowing bubbles. The woman is in the upper left, smiling, and the girl is in the lower left, also smiling and blowing into a bubble wand. Bubbles are floating in the air around them. The background is a soft-focus green, suggesting an outdoor setting.

RESPONDING TO HUMAN NEEDS

BY DEVELOPING HUMAN SERVICES

The human consequences of economic turmoil—that's what human services professionals deal with every day.

The Center for Human Services at the University of California, Davis, proudly supports human services agencies in providing compassionate, efficient services to vulnerable children, adults and families.

Offering professional training, consultation and research in

- child welfare
- public assistance eligibility and employment
- tribal social services
- probation services
- developmental disabilities
- early childhood education
- adult protective services

To find out more about the Center's training and professional services, call (530) 757-8553 or visit our website.

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Training Academy Schedule

Tuesday, December 8

DAY ONE		
8:00 a.m. – 12:00 p.m.	CalWORKs Pre-Academy 8:00 a.m. – 12:00 p.m. Engagement, Service, and Labor Market Strategies for Successfully Working with Diverse Clients 9:00 a.m. – 11:30 a.m. CalWORKs Housing Support Program (invitation only)	Royal Ballroom Terrace
8:30 a.m. – 12:00 p.m.	Refugee Pre-Academy 8:30 a.m. – 10:00 a.m. Joint SAC/CRC Meeting (invitation only) 9:30 a.m. – 11:00 a.m. Hmong California Network Meeting (invitation only) 10:00 a.m. – 12:00 p.m. Joint State Refugee Forum and State Resettlement Agencies Meeting (invitation only)	Garden 4 Garden 1 Garden 3
12:00 p.m. – 1:00 p.m.	Lunch on own	
1:00 p.m. – 2:30 p.m.	GENERAL SESSION	Grand A
2:30 p.m. – 2:45 p.m.	Break	
2:45 p.m. – 5:00 p.m.	Refugee Plenary	Grand E-G
2:45 p.m. – 3:45 p.m.		
3:45 p.m. – 4:00 p.m.	Exhibit Viewing/Refreshment Break	Grand Ballroom Foyer
4:00 p.m. – 5:00 p.m.		
5:00 p.m. – 6:30 p.m.	Networking Reception	North Tower Pool Deck

Wednesday, December 9

DAY TWO	GARDEN 1-2	GARDEN 3	GARDEN 4
7:30 a.m. – 8:30 a.m.	Continental Breakfast		Grand Ballroom Foyer
8:30 a.m. – 10:00 a.m.	Refugee Mini-Plenary		Grand E-G
10:00 a.m. – 10:30 a.m.	Exhibit Viewing/Break		Grand Ballroom Foyer
10:30 a.m. – 12:00 p.m.	1A: Refugee Health in California	1B: Trafficking and Crime Victims Assistance Program Overview	1C: The Refugee Resettlement Program in California and Access to Benefits and Services
12:00 p.m. – 1:30 p.m.	Lunch		Grand A-D
1:30 p.m. – 3:00 p.m.	2A: Refugee Newcomers: A Journey Towards Opportunity	2B: Refugee Youth: Transitioning to a Brighter Tomorrow	2C: Empowering Refugee Women
3:00 p.m. – 3:30 p.m.	Exhibit Viewing/Refreshment Break		Grand Ballroom Foyer
3:30 p.m. – 5:00 p.m.	3A: Combatting Human Trafficking in California	3B: Long Term Refugee Community Self-Sufficiency: Pursuing the American Dream	6C: Building Successful Teen Outcomes through CalLearn and Home Visiting Programs

Thursday, December 10

DAY THREE	GARDEN 1-2	GARDEN 3	GARDEN 4
7:30 a.m. – 8:30 a.m.	Continental Breakfast		Grand Ballroom Foyer
8:30 a.m. – 10:00 a.m.	4A: Refugee Community Gardens: Cultivating Seeds of Hope	4B: Understanding the Resettlement Experience of Lesbian, Gay, Bisexual & Transgender (LGBT) Refugees	4C: Trauma in Refugee Communities
10:00 a.m. – 10:15 a.m.	Break		
10:15 a.m. – 11:45 a.m.	CLOSING KEYNOTE SESSION		Grand A

TERRACE	ROYAL AB	ROYAL CD	ROYAL EF	DAY ONE
				8:00 a.m. – 12:00 p.m.
				8:30 a.m. – 12:00 p.m.
				12:00 p.m. – 1:00 p.m.
				1:00 p.m. – 2:30 p.m.
				2:30 p.m. – 2:45 p.m.
				2:45 p.m. – 5:00 p.m.
1A: CalWORKs Case File Reviews: An Understanding of the Process	1B: Deferred Action for Childhood Arrivals	1C: Economic Empowerment through Community Action: ...	1D: WIOA and CalWORKs: Together Towards Opportunity!	2:45 p.m. – 3:45 p.m.
				3:45 p.m. – 4:00 p.m.
2A: State and Federal Earned Income Tax Credits: Impact on CalWORKs and Outreach Efforts	2B: BOG Fee Waiver Regulation Changes	2C: Partnering to Promote Healthy Families in Your Community	2D: Learning Opportunities for Stage One Child Care	4:00 p.m. – 5:00 p.m.
				5:00 p.m. – 6:30 p.m.

TERRACE	ROYAL AB	ROYAL CD	ROYAL EF	DAY TWO
				7:30 a.m. – 8:30 a.m.
3A: Building Trust and Accountability: Part 1	3B: Family Stabilization: Engaging Our Clients in Crisis	3C: Best Practices in County/Community College Collaboration	3D: Secondary Traumatic Stress and the Human Services Professional: Part 1	8:30 a.m. – 10:00 a.m.
				10:00 a.m. – 10:30 a.m.
4A: Building Trust and Accountability: Part 2	4B: Online CalWORKs Appraisal Tool: Leading the Way toward Early Program Engagement	4C: Welfare-to-Work 24-Month Time Clock Process & Progress: Helping Clients Advance Toward Success	4D: Secondary Traumatic Stress and the Human Services Professional: Part 2	10:30 a.m. – 12:00 p.m.
				12:00 p.m. – 1:30 p.m.
5A: Research in the CalWORKs Program: RAND and SB 1041 Program Evaluation	5B: Motivational Interviewing and Coaching Skills: Part 1	5C: Accessing Affordable Housing in California for CalWORKs and Refugee Clients	5D: Relationships Matter: Developing Social and Emotional Intelligence Skills for Success at Work and Home	1:30 p.m. – 3:00 p.m.
				3:00 p.m. – 3:30 p.m.
6A: Revving-up the Work Participation Rates: State and County Perspectives on Client Engagement	6B: Motivational Interviewing and Coaching Skills: Part 2	3C: Accessing Affordable Housing in California for CalWORKs and Refugee Clients (repeat of 5C)	6D: In Our Clients' Footsteps: Recognizing Multiple Barriers and Celebrating Resiliency	3:30 p.m. – 5:00 p.m.

TERRACE	ROYAL AB	ROYAL CD	ROYAL EF	DAY THREE
				7:30 a.m. – 8:30 a.m.
7A: A Fresh Perspective: Updates from CalFresh	7B: Effects of Domestic Abuse on Survivor Health and Child Well-Being	7C: Welfare-to-Work 24-Month Time Clock Process & Progress: Helping Clients Advance Toward Success (repeat of 4C)	7D: Improving Student Outcomes through Support and Equity	8:30 a.m. – 10:00 a.m.
				10:00 a.m. – 10:15 a.m.
				10:15 a.m. – 11:45 a.m.

Agenda

DAY ONE: Tuesday, December 8, 2015

7:00 a.m. – 5:00 p.m.	Registration	Grand Ballroom Foyer
8:00 a.m. – 12:00 p.m.	CALWORKS PRE-ACADEMY	
	8:00 a.m. – 12:00 p.m. Engagement, Service, and Labor Market Strategies for Successfully Working with Diverse Clients <i>Steve Friedland, Instructor, UC Davis Extension Center for Human Services</i>	Royal Ballroom
	9:00 a.m. – 11:30 a.m. CalWORKs Housing Support Program (invitation only)	Terrace
8:30 a.m. – 12:00 p.m.	REFUGEE PRE-ACADEMY	
	8:30 a.m. – 10:00 a.m. Joint State Advisory Council (SAC)/County Refugee Coordinators (CRC) Meeting (invitation only)	Garden 4
	9:30 a.m. – 11:00 a.m. Hmong California Network Meeting (invitation only)	Garden 1
	10:00 a.m. – 12:00 p.m. Joint State Refugee Forum and State Resettlement Agencies Meeting (invitation only)	Garden 3
12:00 p.m. – 1:00 p.m.	Lunch on own	
1:00 p.m. – 2:30 p.m.	GENERAL SESSION	Grand A
	<i>Todd Bland, Deputy Director, California Department of Social Services</i> <i>Senator Janet Nguyen, California's 34th Senate District</i>	
	PANEL PRESENTATION: Poverty in California: Status and Strategies Moderator: <i>Todd Bland, Deputy Director, California Department of Social Services</i> <i>Phil Ansell, Director, Homeless Initiative, Los Angeles County Chief Executive Office</i> <i>Karen Ferguson, Executive Director of the Northern California Region for the International Rescue Committee (IRC)</i> <i>Will Lightbourne, Director, California Department of Social Services</i> <i>Liz Schott, Center on Budget Policy Priorities</i>	
2:30 p.m. – 2:45 p.m.	Break	
2:45 p.m. – 5:00 p.m.	Refugee Plenary: International and National Refugee Resettlement Issues	Grand E-G
	Moderator: <i>Kim Johnson, Chief, Child Care and Refugee Programs Branch, California Department of Social Services</i> Keynote: <i>Mayor Bao Nguyen, Mayor of Garden Grove, City of Garden Grove</i> <i>Randy Capps, Director of Research for U.S. Programs, Migration Policy Institute (MPI)</i> <i>Robert Carey, Director for the Office of Refugee Resettlement (ORR), Administration for Children and Families (ACF), U.S. Department of Health and Human Services (HHS)</i> <i>Shelly Pitterman, Regional Representative for the United States and Caribbean, United Nations High Commissioner for Refugees (UNHCR)</i> <i>Stacy Strong, Branch Chief, Refugee Corps, Refugee Affairs Division, United States Citizenship and Immigration Services (USCIS)</i>	

Agenda

DAY ONE: Tuesday, December 8, 2015

2:45 p.m. – 3:45 p.m.

CALWORKS WORKSHOP SESSION 1

1A

CalWORKs Case File Reviews: An Understanding of the Process

Get to know the California Department of Social Services team that may be visiting your county to review your CalWORKs Eligibility program! This workshop will cover the newly implemented CalWORKs Eligibility Case File Review process. Attendees will learn about the background and purpose of the case reviews as well as the associated process and timelines. California Department of Social Services staff will share statewide trends that have been identified in the first review year and provide feedback and technical assistance to address frequently asked questions. In addition, a county welfare department will discuss the review process from its perspective. You will also get a sneak peek at which counties will be reviewed in 2016. Don't miss out on this exciting opportunity!

Terrace

Timothy Lawless, Program Manager, California Department of Social Services

Julie McQuitty, Program Analyst, California Department of Social Services

Mai Khanh Nguyen, Administrative Manager, Orange County Social Services Agency

Tiberina Ugarcovici, Administrative Manager, Orange County Social Services Agency

Elaine Ward, Chief, CalWORKs Eligibility Bureau, California Department of Social Services

1B

Deferred Action for Childhood Arrivals

This workshop will provide attendees with information on the Deferred Action for Childhood Arrivals (DACA) program. Presenters from the California Immigrant Policy Center and the National Immigration Law Center will provide an overview of the DACA, DACA recipients' eligibility for public benefits, information about the President's announcement of Expanded DACA and Deferred Action for Parents of Americans and Lawful Permanent Residents (DAPA) in 2014, and the status of the federal litigation.

Royal AB

Betzabel Estudillo, Health Policy Coordinator, California Immigrant Policy Center

Gabrielle Lessard, Health Policy Attorney, National Immigration Law Center (NILC)

Dan Torres, Chief, Immigration Branch, California Department of Social Services

1C

Economic Empowerment through Community Action: The Role of Community Action Organizations in Serving CalWORKs Families in Need

This workshop will provide best practices for administering and leveraging resources available through county and private Community Action organizations. Community Action organizations are federally designated community action agencies that provide services to assist and empower economically disadvantaged individuals (both CalWORKs and non-CalWORKs) to achieve a level of self-sufficiency. This workshop will explore and highlight three different Community Action organizations currently within California, emphasizing how their programs work to provide wraparound assistance to CalWORKs clients (and refugee clients, where applicable). Resource information for counties interested in learning more about what Community Action resources are currently available in their area will also be provided.

Royal CD

Gilda Arreguin, Director of Community Services Programs, Fresno Economic Opportunities Commission

Maggie Lujan, Program Director, Community Action Partnership/Refugee Services, County of San Diego Health and Human Services Agency

Melinda Sokolowski, Family Support Services Division Director, Community Action Partnership of San Luis Obispo, Inc.

Agenda

DAY ONE: Tuesday, December 8, 2015

2:45 p.m. – 3:45 p.m.	CALWORKS WORKSHOP SESSION 1 (continued)	
	<p>1D WIOA and CalWORKs: Together Towards Opportunity!</p> <p>The Workforce Innovation and Opportunity Act (WIOA) passed congress with overwhelming bipartisan support and replaced the Workforce Investment Act on July 1, 2015. WIOA streamlines and enhances services to better assist job seekers with barriers to employment and prioritizes services to job seekers receiving public assistance. County welfare departments and local workforce development boards have worked together successfully for years to serve welfare-to-work participants, and now it's time to take the partnership towards a new level! This workshop will feature an overview of WIOA, CalWORKs' role in WIOA, career pathways for participants, and coordinating WIOA with subsidized employment.</p>	<p>Royal EF</p> <p>Tracy Bryan, Program Manager, Yuba County Health and Human Services Department</p> <p>Angel Garcia, Program Manager, California Workforce Development Board</p> <p>Melissa Glover, Human Services Program Manager, Sacramento County Department of Human Assistance</p> <p>Damien Ladd, Chief, Employment Bureau, California Department of Social Services</p> <p>Robin Purdy, Special Consultant, California Workforce Development Board</p>
3:45 p.m. – 4:00 p.m.	Exhibit Viewing/Refreshment Break	
4:00 p.m. – 5:00 p.m.	CALWORKS WORKSHOP SESSION 2	
	<p>2A State and Federal Earned Income Tax Credits: Impact on CalWORKs and Outreach Efforts</p> <p>California has made a historical move this year by approving its own state Earned Income Tax Credit (EITC) to complement the federal EITC for the low income working families and individuals who are potentially eligible for the credit/refund. The California Department of Social Services CalWORKs Eligibility Bureau will provide an overview of the EITC benefits related to income and resource limit rules affecting the treatment of EITC in the CalWORKs program. Both the Internal Revenue Service and the state Franchise Tax Board will present their outreach efforts and rules regarding filing for EITC. In addition, one of our county partners will provide information on the services and resources available to assist individuals and families with filing for tax credits.</p>	<p>Terrace</p> <p>Anna Cabrera, Tax Consultant, Stakeholder Partnerships, Education & Communication, Internal Revenue Service</p> <p>Tami Grimes, Public Information Officer, Franchise Tax Board, Communications Services Bureau</p> <p>Elizabeth Lepe, VITA/EITC Program Manager, County of San Bernardino Human Services</p>
	<p>2B BOG Fee Waiver Regulation Changes</p> <p>Community college CalWORKs students are being affected by changes to the California Community Colleges Board of Governors (BOG) Fee Waiver program. In January 2014, the California Community Colleges Board of Governors approved regulations conforming with Senate Bill 1456 (The Student Success Act of 2012) that places conditions on eligibility for the BOG Fee Waiver. Under the new regulations, students who are not meeting academic and progress standards must be notified after the Spring 2015 term that they could lose their BOG Fee Waiver as early as Fall 2016. At the local level, community colleges are required to establish an appeal process for the loss of the BOG Fee Waiver that accounts for "extenuating circumstances" which includes special consideration of specific factors associated with being a CalWORKs student. This presentation will discuss how these new regulations are affecting CalWORKs students and how they are being implemented locally at California's community colleges.</p>	<p>Royal AB</p> <p>Jana Cox, Director, Student Financial Services, Santa Rosa Junior College</p> <p>Bryan Dickason, Specialist, Student Services Planning and Development, California Community Colleges Chancellor's Office</p> <p>Lily Hunnemedter-Bergfelt, CalWORKs Director, Santa Rosa Junior College</p> <p>Moderator: Jason Orta, CalWORKs Program Specialist, California Community Colleges Chancellor's Office</p>

Agenda

DAY ONE: Tuesday, December 8, 2015

4:00 p.m. – 5:00 p.m.	CALWORKS WORKSHOP SESSION 2 (continued)	
	<p>2C Partnering to Promote Healthy Families in Your Community</p> <p>This workshop will highlight how community stakeholders and state and local government agencies are working together with Farmers' Markets and Direct Farmers to promote utilization of the Electronic Benefit Transfer (EBT) system to purchase fresh, locally grown produce with CalFresh benefits. Attendees will learn about the Farmers' Markets for All Project in Los Angeles County, with a focus on the numerous partnerships that helped to support the expansion and promotion of CalFresh access at local Farmers' Markets. Additionally, attendees will hear from the Ecology Center regarding their numerous programs and projects related to Farmers' Markets and healthy foods initiatives, including: the Farmers' Markets EBT Technical Assistance Program; the statewide Market Match Program, California's largest healthy food CalFresh incentive program; and the Farmers' Market Finder, an online tool allowing CalFresh clients to locate the Farmers' Market nearest them that accepts their CalFresh benefits and offers Market Match incentives. Overall, the goal is to help clients learn how to stretch their food dollars and make the healthiest selections possible for them and their families. Attendees will be provided information about how to make these partnerships and activities a reality in their county as well.</p>	<p>Royal CD</p> <p>Ben Feldman, <i>Food and Farming Program Director, Ecology Center</i></p> <p>Raquel Givon, <i>Chief, Program Technology & Support Bureau, California Department of Social Services</i></p> <p>Christine Montes, <i>Policy Analyst, Division of Chronic Disease and Injury Prevention, Los Angeles County Department of Public Health</i></p>
	<p>2D Learning Opportunities for Stage One Child Care</p> <p>The California Department of Social Services Child Care Programs Bureau designed this workshop for attendees who are familiar with the CalWORKs Welfare-to-Work Stage One Child Care program. This informative and interactive workshop will provide an overview of the child care program and the importance of assisting families achieve self-sufficiency, along with best practices, barriers, and solutions. By attending this workshop you will learn information about: current CalWORKs statistics regarding child care utilization and sanction rates; best practices and key strategies for program improvements; and resources from various counties throughout California relating to the processes used for enrolling CalWORKs clients into child care services that best meets the family's needs.</p>	<p>Royal EF</p> <p>Michele Grant, <i>Program Manager, California Department of Social Services</i></p> <p>Adora Henderson, <i>Chief, Child Care Programs Bureau, California Department of Social Services</i></p> <p>Linda Nguyen, <i>Program Manager, California Department of Social Services</i></p>
5:00 p.m. – 6:30 p.m.	Networking Reception	North Tower Pool Deck

Agenda

DAY TWO: Wednesday, December 9, 2015

7:30 a.m. – 5:00 p.m.	Registration	Grand Ballroom Foyer
7:30 a.m. – 8:30 a.m.	Continental Breakfast	Grand Ballroom Foyer
8:30 a.m. – 10:00 a.m.	Refugee Mini-Plenary: Welcoming Refugees into the Community Moderator: Sysvanh Kabkeo , Chief, Refugee Programs Bureau, California Department of Social Services Randy Capps , Director of Research U.S. Programs, Migration Policy Institute (MPI) Susan Curda , Los Angeles District Director, United States Citizenship and Immigration Services (USCIS) – Western Regional Office Susan Downs-Karkos , Director of Strategic Partnerships, Welcoming America Marisa Ramos , Chief, Office of Refugee Health, California Department of Public Health (CDPH) Honorarium: Thuan Nguyen , Former State Refugee Coordinator	Grand E-G
8:30 a.m. – 10:00 a.m.	CALWORKS WORKSHOP SESSION 3	
3A	Building Trust and Accountability: Part 1 Trust is the cornerstone of any relationship. In business, trust is often overlooked while other values like productivity and profit are promoted. However, without trust, our relationships with both our internal and external customers won't reach their full potential. This two-part interactive workshop discusses the essentials of understanding and fostering trust within our organizations, as well as how to begin to repair relationships when trust has been broken.	Terrace Allison Horack , Attorney and Trainer, People Development Systems
3B	Family Stabilization: Engaging Our Clients in Crisis What strategies are county welfare departments using to provide enhanced case management and effective crisis stabilization services to CalWORKs families? CalWORKs clients in crisis situations may have difficulty connecting with needed services and/or productively engaging in welfare-to-work activities. This workshop will focus on how counties have designed their family stabilization programs to effectively provide intensive case management to families in need of these services. It will spotlight three different county welfare departments with emphasis on how they have developed their own unique Family Stabilization programs that effectively assist CalWORKs families in need of more intensive services.	Royal AB Donovan Bayron , Administrative Manager, Family Self Sufficiency, Orange County Social Services Agency Brad Force , Regional Manager, Riverside County Dept. of Public Social Services Self Sufficiency – Workforce Connection/ESE/FS/HSP Tessa Houston , TulareWORKs Manager, Employment Services/Family Stabilization Moderator: Samantha Basquez , Program Manager, California Department of Social Services

Agenda

DAY TWO: Wednesday, December 9, 2015

8:30 a.m. – 10:00 a.m.

CALWORKS WORKSHOP SESSION 3 (continued)

3C

Best Practices in County/Community College Collaboration

California's 114 community college CalWORKs programs collaborate with county welfare departments to engage CalWORKs participants in programs that will enable them to transition off welfare and into career paths that offer the chance of advancement and future economic stability. Since 1998, counties and community colleges have developed and continued to build upon best practices in jointly serving the CalWORKs population. This presentation will spotlight three different community college/county collaborative relationships and will focus on each partnership's approach to working together in order to best serve clients.

Royal CD

Veronica Hamel, Program Specialist–Welfare-to-Work, Child Care, Cal-Learn, TCVAP, Sacramento County Department of Human Assistance

Sorangel Hernandez, CalWORKs Coordinator, Los Angeles Community College District

Damien Ladd, Chief, Employment Bureau, California Department of Social Services

Cristina Mora, CalWORKs Program Liaison, California Community Colleges Chancellor's Office

Delia Orosco, CalWORKs District Coordinator, Los Rios Community College District

Ana White, Human Services Administrator, Los Angeles County Department of Public Social Services

Moderator: Jason Orta, CalWORKs Program Specialist, California Community Colleges Chancellor's Office

3D

Secondary Traumatic Stress and the Human Services Professional: Part 1

Human services professionals frequently experience emotional stress as a result of the nature of their work. Secondary traumatic stress (STS) and burnout are the most common forms of stress related conditions in human services. While STS cannot be completely eliminated because it is a normal human and universal response to tragic and dark events, negative STS effects can be prevented from developing into a more serious condition. This workshop educates human services professionals on the primary and secondary traumatic stress aspects of social work. It provides information and training on the nature of traumatic stress as well as individual coping skills and social support strategies that, if implemented, may reduce the negative impact on work performance and individual worker well-being.

Royal EF

Larry Pickard, Consultant/Trainer, Center for Human Services, University of California, Davis Extension

10:00 a.m. – 10:30 a.m.

Exhibit Viewing/Break

Grand Ballroom Foyer

Agenda

DAY TWO: Wednesday, December 9, 2015

10:30 a.m. – 12:00 p.m. REFUGEE PROGRAMS WORKSHOP SESSION 1

1A

Refugee Health in California

In coordination with impacted local health jurisdictions, the Office of Refugee Health provides culturally and linguistically-appropriate health assessments to newly arrived refugees, asylees, federally-certified victims of severe forms of trafficking, and other eligible entrants. During this workshop, the Office of Refugee Health will provide an overview of the Health Assessment Process, present demographic characteristics and health trends among newly arriving refugee populations, describe implementation and impact of the Affordable Care Act (ACA), present recent study findings on refugee populations and discuss ways to access refugee health resources.

Garden 1-2

Nuny Cabanting, *Research Scientist, Office of Refugee Health, California Department of Public Health*

Jesse Peck, *Health Program Specialist, Office of Refugee Health, California Department of Public Health*

Marisa Ramos, *Chief, Office of Refugee Health, California Department of Public Health*

1B

Trafficking and Crime Victims Assistance Program Overview

This workshop will present information on the Trafficking and Crime Victims Assistance Program (TCVAP), which provides state-funded benefits and services to non-citizen victims of human trafficking, serious crimes and domestic violence. Detailed information will be provided on the various benefits and services available, such as cash assistance, food stamps, medical assistance, social services, employment and training programs, and specific populations who may be eligible. The newly released TCVAP All County Information Notice (ACIN) I-07-15 will serve as the backbone of this workshop.

Garden 3

Julia Ortiz-Rios, *Program Analyst, California Department of Social Services*

1C

The Refugee Resettlement Program in California and Access to Benefits and Services

This workshop will provide attendees with an overview of the Refugee Resettlement Program (RRP), the eligible populations, eligibility requirements, and the benefits and services available to qualifying individuals and families. Refugees, asylees, Unaccompanied Refugee Minors, Cuban/Haitian Entrants, and certified victims of human trafficking are some of the populations served under the RRP. These populations are eligible for public benefits programs including: Refugee Cash Assistance, Refugee Medical Assistance, CalWORKs, CalFresh, employment, and other social services specific to the needs of individuals in these communities. The objective of this presentation is to offer helpful resources and most importantly to ensure that all attendees become familiar with the programs available and populations served by the California Department of Social Services Refugee Programs Bureau.

Garden 4

KJ Evans, *Program Analyst, California Department of Social Services*

Agenda

DAY TWO: Wednesday, December 9, 2015

10:30 a.m. – 12:00 p.m. CALWORKS WORKSHOP SESSION 4

4A

Building Trust and Accountability: Part 2

Trust is the cornerstone of any relationship. In business, trust is often overlooked while other values like productivity and profit are promoted. However, without trust, our relationships with both our internal and external customers won't reach their full potential. This two-part interactive workshop discusses the essentials of understanding and fostering trust within our organizations, as well as how to begin to repair relationships when trust has been broken.

Terrace

Allison Horack, *Attorney and Trainer, People Development Systems*

4B

Online CalWORKs Appraisal Tool: Leading the Way toward Early Program Engagement

This workshop will feature a discussion on the recently implemented Online CalWORKs Appraisal Tool (OCAT). This mandated and standardized web-based tool equips CalWORKs caseworkers with an in-depth appraisal of client strengths and barriers to employment and self-sufficiency. This workshop will provide an overview of the current status of the OCAT project, including information on statewide data trends thus far as well as an overview of the various technical assistance options that are available to county caseworkers and county welfare departments. It will also feature a panel of county experts who will discuss their experience in implementing OCAT and best practices to make full use of the tool.

Royal AB

Rebecca Eaton, *Principal, ICF International*

Veronica Estrada, *Social Services Program Supervisor, County of Fresno Department of Social Services*

Nelly Ramos, *Associate Administrative Services Analyst, Yolo County Health and Human Service Agency*

Roselinda Torres Rolph, *Social Services Program Supervisor – WTW Program Specialist, County of Fresno Department of Social Services*

Amy Wineinger, *Employment Services Specialist, Yolo County Health and Human Services Agency*

4C

Welfare-to-Work 24-Month Time Clock Process & Progress: Helping Clients Advance Toward Success

As some CalWORKs welfare-to-work clients approach the end of the Welfare-to-Work 24-Month Time Clock, county welfare departments must strategize ways to successfully transition clients to the post Welfare-to-Work 24-Month Time Clock requirements (CalWORKs federal standards). This workshop provides an in-depth comparison of CalWORKs federal standards with Temporary Assistance for Needy Families participation requirements, a look at the process for transitioning clients to compliance with post Welfare-to-Work 24-Month Time Clock requirements, and the removal from aid process for clients who fail to meet those standards.

Royal CD

Michael Billingsley, *Program Analyst, California Department of Social Services*

Geoffrey Miller, *Program Manager, California Department of Social Services*

Agenda

DAY TWO: Wednesday, December 9, 2015

10:30 a.m. – 12:00 p.m.	CALWORKS WORKSHOP SESSION 4 (continued)	
	<p>4D Secondary Traumatic Stress and the Human Services Professional: Part 2</p> <p>Human services professionals frequently experience emotional stress as a result of the nature of their work. Secondary traumatic stress (STS) and burnout are the most common forms of stress related conditions in human services. While STS cannot be completely eliminated because it is a normal human and universal response to tragic and dark events, negative STS effects can be prevented from developing into a more serious condition. This workshop educates human services professionals on the primary and secondary traumatic stress aspects of social work. It provides information and training on the nature of traumatic stress as well as individual coping skills and social support strategies that, if implemented, may reduce the negative impact on work performance and individual worker well-being.</p>	<p>Royal EF Larry Pickard, <i>Consultant/Trainer, Center for Human Services, University of California, Davis Extension</i></p>
12:00 p.m. – 1:30 p.m.	Lunch	Grand A-D
1:30 p.m. – 3:00 p.m.	REFUGEE PROGRAMS WORKSHOP SESSION 2	
	<p>2A Refugee Newcomers: A Journey Towards Opportunity</p> <p>This workshop will be comprised of three different topics relating to new populations coming into the United States and one organization's experience with opening a community center in Alameda County. Community Health for Asian Americans will be sharing best practices on opening a Newcomer Immigrant and Refugee Welcoming Center in Alameda County. The Welcoming Center provides a space for refugees in their new communities to share their challenges and experiences. The Welcoming Center also builds advocacy strategies for creating more welcoming communities for refugees and immigrants. Presenters from Legal Aid Foundation of Los Angeles and the Esperanza Immigrant Rights Project will discuss the changing landscape for resettlement agencies and the possibility of designing programs that address emerging needs of young adults, specifically Unaccompanied Undocumented Minors (UUM)/Unaccompanied Alien Children (UAC) populations. Lastly, a presentation on understanding Syrian refugees and their unique needs and experiences will be provided by Anisa Abeytia of the Syrian American Council.</p>	<p>Garden 1-2 Anisa Abeytia, <i>California Director, Syrian American Council</i> Sean Kirkpatrick, <i>Interim Executive Director, Community Health for Asian Americans</i> Amy Lam, <i>Health Equity Program Director, Community Health for Asian Americans</i> Mercedes Nunez Roldan, <i>Community Education Manager for Released Youth, Esperanza Immigrant Right Project</i> Nwe Oo, <i>Burma Refugee Community Wellness Advocate, Community Health for Asian Americans</i> Carolina Sheinfeld, <i>Project Coordinator, Legal Aid Foundation of Los Angeles – Torture Survivors Project</i></p>

Agenda

DAY TWO: Wednesday, December 9, 2015

1:30 p.m. – 3:00 p.m.

REFUGEE PROGRAMS WORKSHOP SESSION 2 (continued)

2B

Refugee Youth: Transitioning to a Brighter Tomorrow

The trauma and the emotional state in which refugee youth find themselves may compromise their learning capacity in the new and complex educational environment that awaits them in the United States. The educational system in California assists and supports refugee students' physical, social, and personal development. This workshop will share numerous programs and ways to assist refugee students, such as group counseling and acculturation groups, family counseling, a Newcomer Academy, and more. Stories will also be shared by the International Rescue Committee (IRC) Peacemakers – a group of refugee youth who will be speaking about their experience immigrating to the United States and adapting to the United States educational system with little to no previous formal education or English.

Garden 3

Anthony Devine, Teacher, El Cajon Valley High School

Mitch Johnson, Senior Youth Education and Employment Coordinator, International Rescue Committee – San Diego

Maxine Sagapolutele, ELD Teacher and Coordinator, El Cajon Valley High School

Sheilah Sedore, Grants Coordinator, El Cajon Valley High School

International Rescue Committee Peacemakers Youth

2C

Empowering Refugee Women

According to the United Nations High Commissioner for Refugees (UNHCR), women and girls comprise about half of the refugee population. The purpose of the workshop will be to share techniques and best practices when working with refugee women. Topics will include building rapport through motivational interviewing, empowering refugee women by helping them make informed decisions, recognizing the value of establishing partnerships and realistic expectations.

Garden 4

Lilian Alba, Division Director, Local Integration & Family Empowerment (LIFE) Division, International Institute of Los Angeles

1:30 p.m. – 3:00 p.m.

CALWORKS WORKSHOP SESSION 5

5A

Research in the CalWORKs Program: RAND and SB 1041 Program Evaluation

Attend this workshop and participate in a discussion about current research in the CalWORKs program. California has teamed up with the RAND Corporation (RAND) and the American Institutes of Research (AIR) on an ambitious multi-year study of the changes in CalWORKs resulting from the implementation of Senate Bill (SB) 1041. This workshop will feature speakers from RAND and will utilize a “fishbowl” discussion format where attendees interact and participate in discussion with research experts about the CalWORKs program study. The workshop begins with a brief description of the ongoing RAND SB 1041 program evaluation, followed by an exchange of perspectives and interactive discussion between research experts, attendees, and key organizations about the process, preliminary findings, and expectations for the CalWORKs SB 1041 evaluation study.

Terrace

Dionne Barnes-Proby, Senior Project Associate, RAND Corporation

Johannes Bos, Senior Vice President, American Institutes for Research

Gabriele Fain, Principal Researcher, American Institutes for Research (AIR)

Beverly Weidmer, Survey Director, RAND Corporation

Agenda

DAY TWO: Wednesday, December 9, 2015

1:30 p.m. – 3:00 p.m.

CALWORKS WORKSHOP SESSION 5 (continued)

5B

Motivational Interviewing and Coaching Skills: Part 1

This workshop will focus on motivational interviewing, which is a powerful approach to helping people make changes in their lives. Motivational interviewing is an integrated and complex set of skills and strategies based on the principles of self-sufficiency and collaboration. The workshop offers opening strategies to use with clients in the early stages of the case management relationship and discusses the process of establishing and maintaining a beneficial and productive relationship. It includes instruction, opportunities for reflection, practice of skills and strategies that are useful in helping clients change their lives. It focuses on strategies case managers may find useful to establish and maintain these relationships with clients.

Royal AB

Frances Afonin, Consultant/
Trainer, Center for Human
Services, University of California,
Davis Extension

5C

Accessing Affordable Housing in California for CalWORKs and Refugee Clients

It is becoming increasingly difficult to find affordable housing options in California. The struggle is even greater for our vulnerable CalWORKs and refugee clients, especially those that are homeless or have recently resettled in the United States. This workshop will provide an overview of resources that county welfare departments, community based organizations, and refugee service providers can utilize to best serve their CalWORKs and refugee clients. Participants will hear how Abode Services, a successful housing provider, has created lasting and successful relationships with landlords in order to house homeless and at-risk families and individuals in a high cost, low vacancy rental market. The workshop will address the unique barriers refugee clients face finding affordable housing in the resettlement process and how service providers can overcome these challenges. In addition, county welfare departments will share how they have utilized funding from the new Housing Support Program to house thousands of homeless CalWORKs families in the first year of implementation. Participants will leave the workshop with information on how to get in touch with their local housing providers in order to learn about funding and essential housing services available for CalWORKs and refugee clients in their community. By sharing resources and working together today, we can make the California housing situation our clients face less dire for clients tomorrow.

Royal CD

Jason Blair, Director of Housing
Programs, Abode Services

Cindy Cavanaugh, Assistant
Deputy Director, Homeless and
Housing Policy, California
Department of Housing and
Community Development

Tonya Jones, Employment Services
Specialist III, Yolo County Health
and Human Service Agency

Elaine Lytle, HHS Manager II,
Yolo County Health and Human
Service Agency

Rafaela Perez, Administrator,
Social Services Agency, County of
Santa Clara

Moderator: Kären Dickerson,
Chief, CalWORKs Employment
and Eligibility Branch, California
Department of Social Services

Agenda

DAY TWO: Wednesday, December 9, 2015

1:30 p.m. – 3:00 p.m.

CALWORKS WORKSHOP SESSION 5 (continued)

5D

Relationships Matter: Developing Social and Emotional Intelligence Skills for Success at Work and Home

Successful interpersonal skills are key to getting and keeping a job as well as building a stable home life. This workshop will explore the rationale behind teaching social competency skills for workplace and family success. Workshop participants will learn how this type of skill development can be easily embedded in employment and life skill programs to increase client success. The Love Notes program, which is being successfully implemented with CalWORKs welfare-to-work students in Los Angeles County community colleges, will be spotlighted during this workshop. This program builds assets and protective factors, and offers engaging ways for program participants to learn more about themselves, to cultivate a vision of what they want for their future, and to establish and take steps toward their educational, employment, parenting, and relationship goals.

Royal EF

Angela B. Aghajanian,
CalWORKs Director, Los Angeles Mission College

Nick Mata, *Director of Special Programs EOPS/CARE, CalWORKs, Guardian Scholars, Santa Monica College*

Kay Reed, *Executive Director, The Dibble Institute*

3:00 p.m. – 3:30 p.m.

Exhibit Viewing/Refreshment Break

Grand Ballroom Foyer

3:30 p.m. – 5:00 p.m.

REFUGEE PROGRAMS WORKSHOP SESSION 3

3A

Combatting Human Trafficking in California

Human trafficking is the world's fastest growing criminal enterprise and is an estimated \$32 billion-a-year global industry. It is a form of modern day slavery that profits from the exploitation of our most vulnerable populations. In the United States, sex trafficking commonly occurs in online escort services, residential brothels, brothels disguised as massage businesses or spas, and in street prostitution. Labor trafficking has been found in domestic servitude situations, as well as sales crews, large farms, restaurants, carnivals, and more. There are two primary factors driving the spread of human trafficking: high profits and low risk. Like drug and arms trafficking, human trafficking is a market-driven criminal industry that is based on the principles of supply and demand. Every year, traffickers generate billions of dollars in profits by victimizing millions of people around the world, including here in the United States.

The human trafficking panel will discuss regional human trafficking issues, ways in which issues are being organizationally addressed, and best practices in collectively addressing human trafficking.

Garden 1-2

Carmen Kcomt, *Delegate for California - Refugee Congress/ Director of Legal and Social Services, La Maestra Community Health Centers*

Elisabet Medina, *Human Trafficking Specialist, Opening Doors Inc.*

Margarita Rocha, *Executive Director, Centro La Familia Advocacy Services, Inc.*

Priscilla Santos, *Program Coordinator, The Salvation Army - Anti Trafficking Services*

Marisa Ugarte, *Executive Director and Founder, Bilateral Safety Corridor Coalition*

Agenda

DAY TWO: Wednesday, December 9, 2015

3:30 p.m. – 5:00 p.m.

REFUGEE PROGRAMS WORKSHOP SESSION 3 (continued)

3B

Long-Term Refugee Community Self-Sufficiency: Pursuing the American Dream

Immigrants and refugees who come to America due to vastly different circumstances share a similar dream. They share the belief that the United States is the land of opportunities and if you work hard enough you will be successful. In light of the dire housing market in California within the last decade, its adverse effect on the job market, and a fading middle class, the American dream has shifted to simply trying to survive. Recent refugees are, thus, forced to acclimate and be self-sufficient very quickly. This workshop will explore the programs and tools available to help refugees build assets and start or expand micro-businesses. Topics covered include the following: financial literacy, establishing and maintaining credit, savings and asset building, banking relationships, entrepreneurship and microenterprise opportunities, community and economic development, training and education, civic engagement and community organizing.

Garden 3

Blong Lee, Manager, Fresno County Development Financial Institution

Peter Vang, Retiree

3C

Accessing Affordable Housing in California for CalWORKs and Refugee Clients (repeat of 5C)

It is becoming increasingly difficult to find affordable housing options in California. The struggle is even greater for our vulnerable CalWORKs and refugee clients, especially those that are homeless or have recently resettled in the United States. This workshop will provide an overview of resources that county welfare departments, community based organizations, and refugee service providers can utilize to best serve their CalWORKs and refugee clients. Participants will hear how Abode Services, a successful housing provider, has created lasting and successful relationships with landlords in order to house homeless and at-risk families and individuals in a high cost, low vacancy rental market. The workshop will address the unique barriers refugee clients face finding affordable housing in the resettlement process and how service providers can overcome these challenges. In addition, county welfare departments will share how they have utilized funding from the new Housing Support Program to house thousands of homeless CalWORKs families in the first year of implementation. Participants will leave the workshop with information on how to get in touch with their local housing providers in order to learn about funding and essential housing services available for CalWORKs and refugee clients in their community. By sharing resources and working together today, we can make the California housing situation our clients face less dire for clients tomorrow.

Royal CD

Jason Blair, Director of Housing Programs, Abode Services

Cindy Cavanaugh, Assistant Deputy Director, Homeless and Housing Policy, California Department of Housing and Community Development

Tonya Jones, Employment Services Specialist III, Yolo County Health and Human Service Agency

Elaine Lytle, HHS Manager II, Yolo County Health and Human Service Agency

Rafaela Perez, Administrator, Social Services Agency, County of Santa Clara

Moderator: Kären Dickerson, Chief, CalWORKs Employment and Eligibility Branch, California Department of Social Services

Agenda

DAY TWO: Wednesday, December 9, 2015

3:30 p.m. – 5:00 p.m.

CALWORKS WORKSHOP SESSION 6

6A

Revving-up the Work Participation Rates: State and County Perspectives on Client Engagement

Come learn about state and county perspectives on the work participation rates (WPRs) and efforts to increase participation. This workshop will consist of an overview of the state's current WPRs, federal penalty status, changes in work verification and documentation requirements for WPR data reporting, as well as a discussion on challenges ahead. County presenters will share their perspectives and strategies for successful welfare-to-work engagement of CalWORKs clients, effective WPR data reporting, and best practices for meeting federal requirements. This will be followed by a panel discussion and question and answer segment for workshop attendees.

Terrace

Angelica Atkinson, Performance Measures Supervisor, Sacramento County

Michael Billingsley, Program Analyst, California Department of Social Services

Jeff Chartrand, Program Manager, Santa Clara Social Services Agency

Tony Lugo, Director of Workforce Development & CalWORKs Service Division, Human Services Agency of San Francisco

Geoffrey Miller, Program Manager, California Department of Social Services

6B

Motivational Interviewing and Coaching Skills: Part 2

This workshop will focus on motivational interviewing, which is a powerful approach to helping people make changes in their lives. Motivational interviewing is an integrated and complex set of skills and strategies based on the principles of self-sufficiency and collaboration. The workshop offers opening strategies to use with clients in the early stages of the case management relationship and discusses the process of establishing and maintaining a beneficial and productive relationship. It includes instruction, opportunities for reflection, practice of skills and strategies that are useful in helping clients change their lives. It focuses on strategies case managers may find useful to establish and maintain these relationships with clients.

Royal AB

Frances Afonin, Consultant/Trainer, Center for Human Services, University of California, Davis Extension

Agenda

DAY TWO: Wednesday, December 9, 2015

3:30 p.m. – 5:00 p.m.

CALWORKS WORKSHOP SESSION 6 (continued)

6C Building Successful Teen Outcomes through CalLearn and Home Visiting Programs

The first portion of this workshop will spotlight two different county CalLearn Programs that will illustrate how CalLearn participants receive comprehensive services through a coordinated case plan with goals of education, life skills, and healthy families. Presenters will share information on partnerships with agencies that provide intensive case management services in accordance with standards of the Adolescent Family Life Program. The second portion of this workshop will feature an overview of the California Home Visiting Program (CHVP), which currently serves many existing and eligible CalWORKs clients in over 24 counties statewide. The CHVP pairs new and expectant parents residing in identified at-risk communities with trained professionals. These professionals provide parenting information, resources, and support during pregnancy and throughout the child's first years, consistent with the federal mandate to improve outcomes in the area of maternal and child health.

Garden 4

Carole Benefield, Manager,
Stanislaus County Community
Services Agency

Heather Evans, AFLP/Cal-Learn
Coordinator, Stanislaus County
Health Services Agency

Jennifer Gregson, Chief, Data,
Benchmarks & Evaluation
Section, California Department
of Public Health, Maternal, Child
& Adolescent Health Division,
California Home Visiting Program

Ameera Kidane, Health Program
Specialist, California Department
of Public Health, MCAH Division,
California Home Visiting Program

Maria Manzo, Social Services
Supervisor, Orange County Social
Services

Moderator: Joseph Jackson,
Program Manager, California
Department of Social Services

6D In Our Clients' Footsteps: Recognizing Multiple Barriers and Celebrating Resiliency

As California moves into full implementation of various early engagement and barrier removal strategies (e.g., Family Stabilization and the Online CalWORKs Appraisal Tool), it is clear that barriers which CalWORKs clients face will be identified more readily. This includes barriers that formally county welfare departments and service providers were not able to fully explore and/or address at the beginning of the welfare-to-work process due to pressures of the work first model. This workshop will provide participants with the tools for working with women and children at risk for multiple, negative stressors and barriers to employment. It will provide an opportunity to better understand, appreciate and celebrate the resiliency of our clients, while providing them with the practical tools and services they need to support and sustain their families and successfully transition to self-sufficiency. Participants in this training will receive a brief overview of gender-responsive/trauma-informed service delivery; explore the challenges related to multiple, negative stressors faced by clients including mental health, substance use, and trauma; examine the barriers of multi-system involvement; and discuss the importance of strategic case management and the need for cross-system collaboration. Individuals attending this training will also be encouraged to recognize and celebrate their own abilities, strengths, and accomplishments found when working with this population.

Royal EF

Peggy Thomas, Program Services
Manager, ONTRACK Program
Resources, Inc.

Agenda

DAY THREE: Thursday, December 10, 2015

7:30 a.m. – 11:45 a.m.	Registration	Grand Ballroom Foyer
7:30 a.m. – 8:30 a.m.	Continental Breakfast	Grand Ballroom Foyer
8:30 a.m. – 10:00 a.m.	REFUGEE PROGRAMS WORKSHOP SESSION 4	
4A	<p>Refugee Community Gardens: Cultivating Seeds of Hope</p> <p>A garden can have beneficial health, economic, social, and environmental impacts in a community. In this workshop, attendees will learn the benefits, challenges, and steps necessary to open a refugee community garden in your neighborhood. Additionally, attendees will learn about refugee community garden funding opportunities and supportive resources available. Both presenters have experience launching and running refugee community gardens in their counties and will share best practices, lessons learned, and practical information to help those interested in starting a refugee community garden in their county.</p>	<p>Garden 1-2</p> <p>Zachary Darrah, <i>Executive Director, Fresno Interdenominational Refugee Ministries</i></p> <p>Thomas Stein, <i>New Roots Program Manager, International Rescue Committee Sacramento</i></p>
4B	<p>Understanding the Resettlement Experience of Lesbian, Gay, Bisexual & Transgender (LGBT) Refugees</p> <p>Across the globe, individuals are fleeing persecution based on their sexual orientation and gender identity. Many concerns shared by LGBT refugees upon their arrival include housing, employment, health and safety, and require specialized interventions. This workshop will help prepare direct service providers to support LGBT refugees on their path towards self-sufficiency. Topics covered include a global perspective on legal and social conditions of sexual and gender minorities, unique challenges and vulnerabilities of LGBT refugees during the resettlement process and recommendations for best practices in direct service provision.</p>	<p>Garden 3</p> <p>Christine Lemonda, <i>Deputy Director of Programs - Northern California, International Rescue Committee - Oakland</i></p> <p>Lara Maxey, <i>Alameda County Employment Program Manager, International Rescue Committee - Oakland</i></p>

Agenda

DAY THREE: Thursday, December 10, 2015

8:30 a.m. – 10:00 a.m.

REFUGEE PROGRAMS WORKSHOP SESSION 4 (continued)

4C Trauma in Refugee Communities

This workshop will discuss ways in which to integrate trauma informed perspectives when assessing for mental health needs of refugees. This interactive discussion will increase awareness of mental health symptoms experienced by refugees and highlight how this information is relayed. This workshop aims to enhance skills to empower refugees to consider mental health treatment options, promote utilization of behavioral health services and provide recommendations for creating a safe environment for screening and assessment.

Lastly, Occupational Therapist Anjali Nigam will present on Therapeutic Photography, which allows individuals who face barriers due to acculturation, ethnicity, gender, trauma, or other life circumstances to visually capture their experiences, environments, and emotions through photographs. The “Lens of Hope” Therapeutic Photography Project encourages survivors to explore a community perhaps foreign but now a refuge from their traumatic past. It addresses issues of isolation and adjustment that accompany forcefully leaving one’s home. By finding purpose and meaning through everyday activities and roles again, individuals are able to improve their own health and well-being.

Garden 4

Kathi Anderson, *Executive Director, Survivors of Torture, International*

Betsy Knight, *Behavioral Health Program Manager, County of San Diego, Health and Human Services Agency, Behavioral Health Services*

Anjali Nigam, *Occupational Therapist, Asian Americans for Community Involvement, Center for Survivors of Torture*

8:30 a.m. – 10:00 a.m.

CALWORKS WORKSHOP SESSION 7

7A A Fresh Perspective: Updates from CalFresh

This workshop will provide updates on the CalFresh Program. CalFresh is one of the largest food assistance programs in the nation. There have been some major changes, accomplishments and undertakings in recent years. Attendees will be given a brief overview of the program as well as updates on current projects including: current trends in the CalFresh caseload, CalFresh Employment and Training Program, Work Incentive Nutritional Supplement (WINS) program, participation award from Food and Nutrition Service, the elimination of change reporting and our commitment to enrolling more children on to the program.

Terrace

Amber Bonilla, *Program Analyst, California Department of Social Services*

Jennifer Niklas, *Program Manager, California Department of Social Services*

Nestor Campos, *Program Analyst, California Department of Social Services*

7B Effects of Domestic Abuse on Survivor Health and Child Well-Being

This in-depth training highlights domestic violence as a public health concern, especially for women and children. Negative health impacts caused by domestic abuse are discussed as well as the role of health care providers and social service professionals in screening for domestic abuse. Best practices for safely promoting disclosures of abuse are also shared. This presentation will also describe the impact of domestic abuse on children and overall adolescent development and provide an overview of how to address family violence.

Royal AB

Jessica Reynaga, *Community Education Manager, Human Options, Inc.*

Agenda

DAY THREE: Thursday, December 10, 2015

8:30 a.m. – 10:00 a.m.

CALWORKS WORKSHOP SESSION 7 (continued)

7C

Welfare-to-Work 24-Month Time Clock Process & Progress: Helping Clients Advance Toward Success (repeat of 4C)

As some CalWORKs welfare-to-work clients approach the end of the Welfare-to-Work 24-Month Time Clock, county welfare departments must strategize ways to successfully transition clients to the post Welfare-to-Work 24-Month Time Clock requirements (CalWORKs federal standards). This workshop provides an in-depth comparison of CalWORKs federal standards with Temporary Assistance for Needy Families participation requirements, a look at the process for transitioning clients to compliance with post Welfare-to-Work 24-Month Time Clock requirements, and the removal from aid process for clients who fail to meet those standards.

Royal CD

Michael Billingsley, Program Analyst, California Department of Social Services

Geoffrey Miller, Program Manager, California Department of Social Services

7D

Improving Student Outcomes through Support and Equity

In addition to the services offered by the Community College CalWORKs Program, CalWORKs students can access services from the Student Success and Support Program and the Student Equity Program. Senate Bill 1456 (The Student Success Act of 2012) restructured the way student support services are delivered in California's community colleges. This led to the creation of the Student Success and Support Program, which supports orientation, assessment and education planning services and lays the groundwork to expand these services as more resources become available. This effort includes the Student Equity Program, which focuses on services and instruction for new and continuing students through completion, including low income students. This presentation will discuss how these programs work on campus, their collaboration with community college CalWORKs programs, and how they could be a resource for community college CalWORKs students.

Royal EF

Mia Keeley, Student Success and Support Program and Admissions and Records, California Community Colleges Chancellor's Office

Efren Rangel, Interim CalWORKs Coordinator, Saddleback College

Debra Sheldon, Specialist, Student Success and Support Program, California Community Colleges Chancellor's Office

Moderator: Jason Orta, CalWORKs Program Specialist, California Community Colleges Chancellor's Office

10:00 a.m. – 10:15 a.m.

BREAK

10:15 a.m. – 11:45 a.m.

CLOSING KEYNOTE SESSION

Grand A

Closing Remarks

Kären Dickerson, Chief, CalWORKs Employment and Eligibility Branch, California Department of Social Services

Kim Johnson, Chief, Child Care and Refugee Programs Branch, California Department of Social Services

Keynote Presenter

Karyn Ruth White, Owner, Laugh and Learn Productions, LLC

Wrap-Up

Todd Bland, Deputy Director, California Department of Social Services

Hyatt Regency Orange County

